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10 →

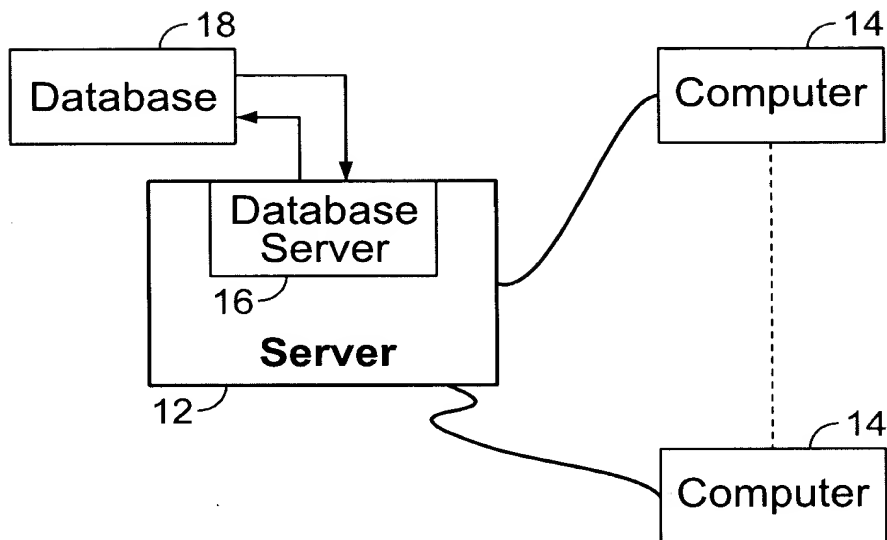


FIG. 1

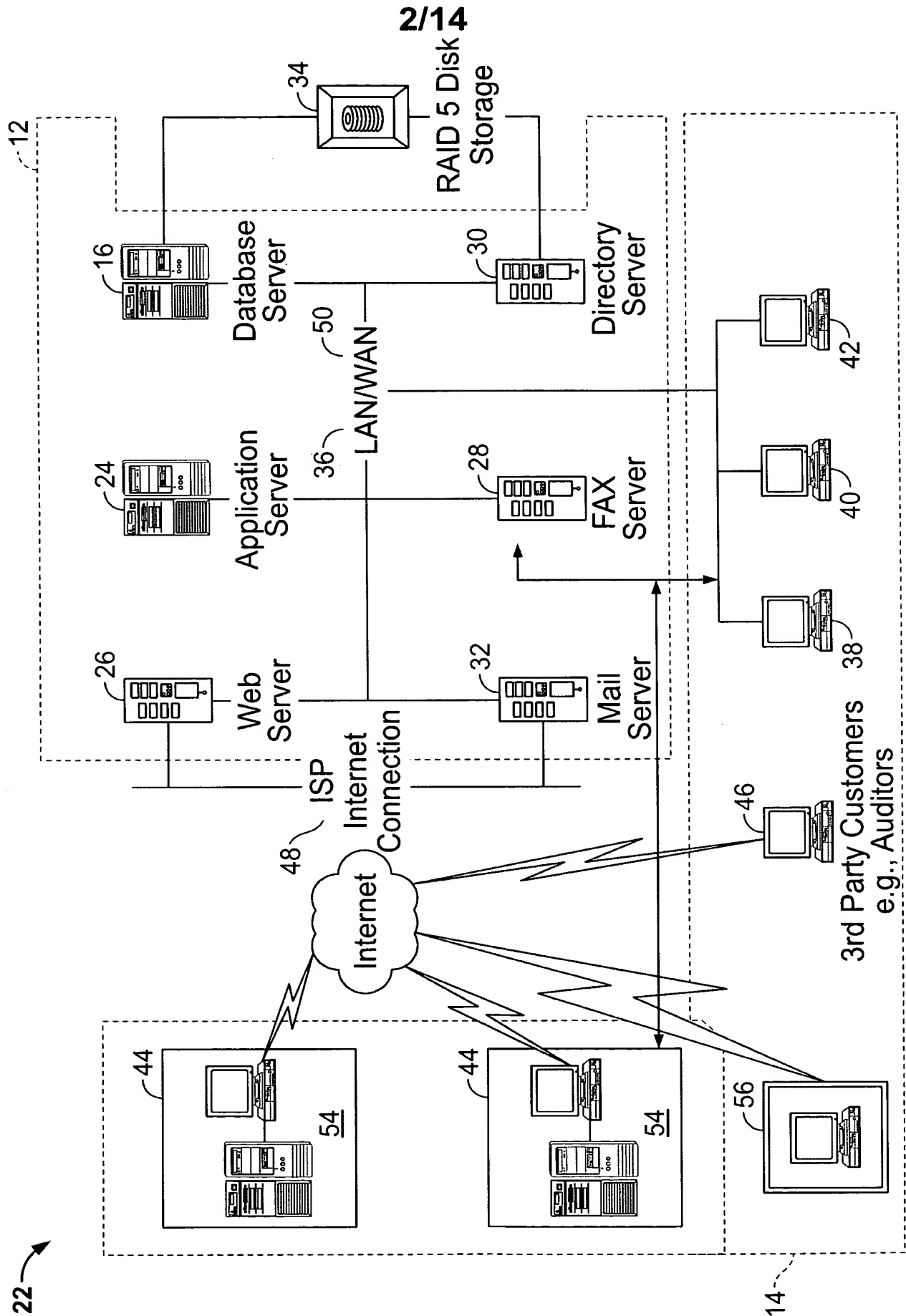


FIG. 2

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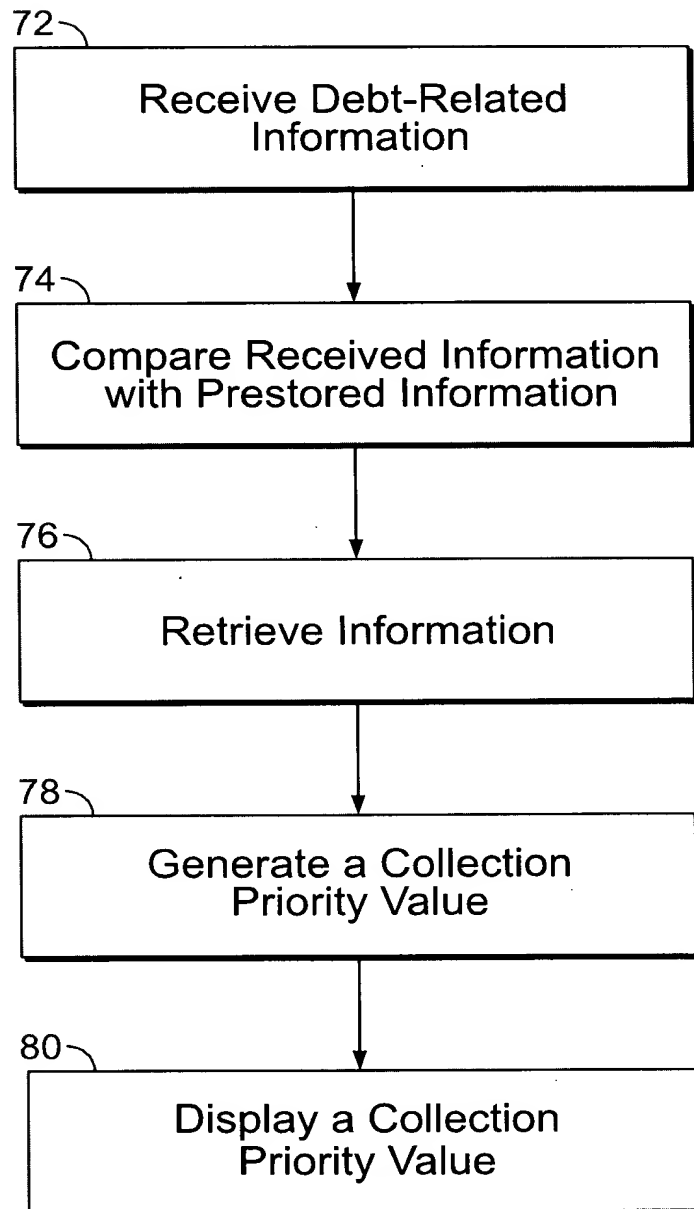


FIG. 3

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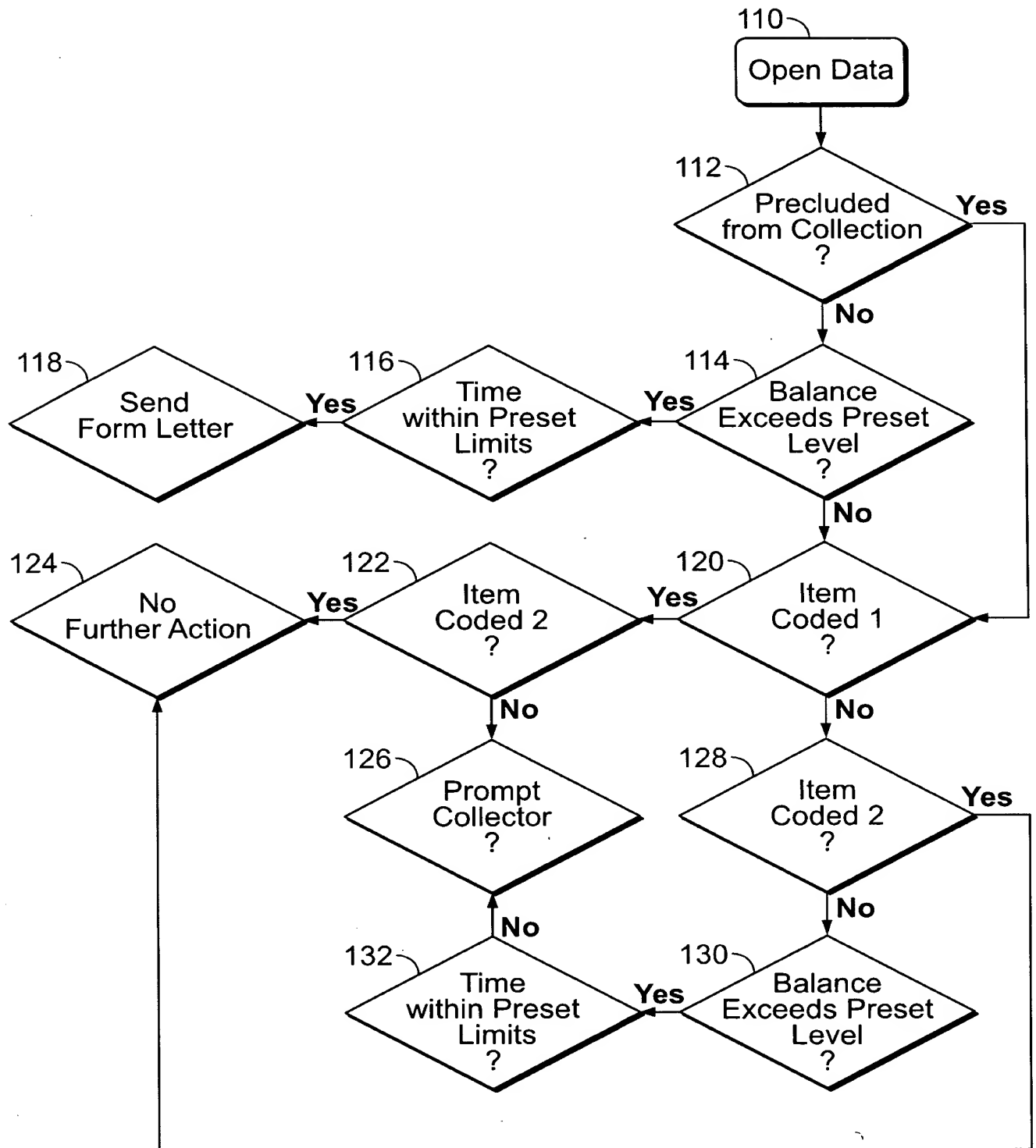


FIG. 4

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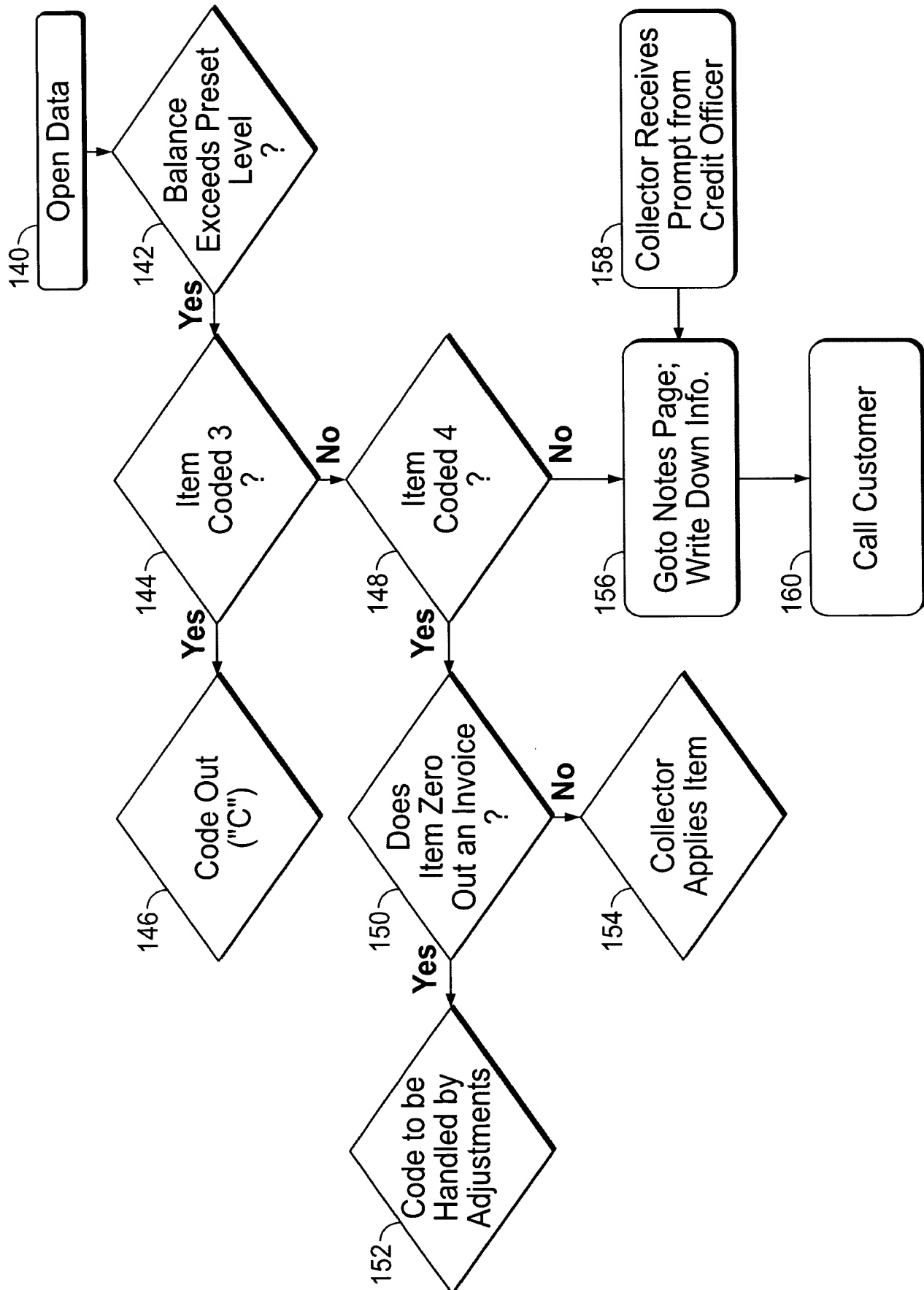
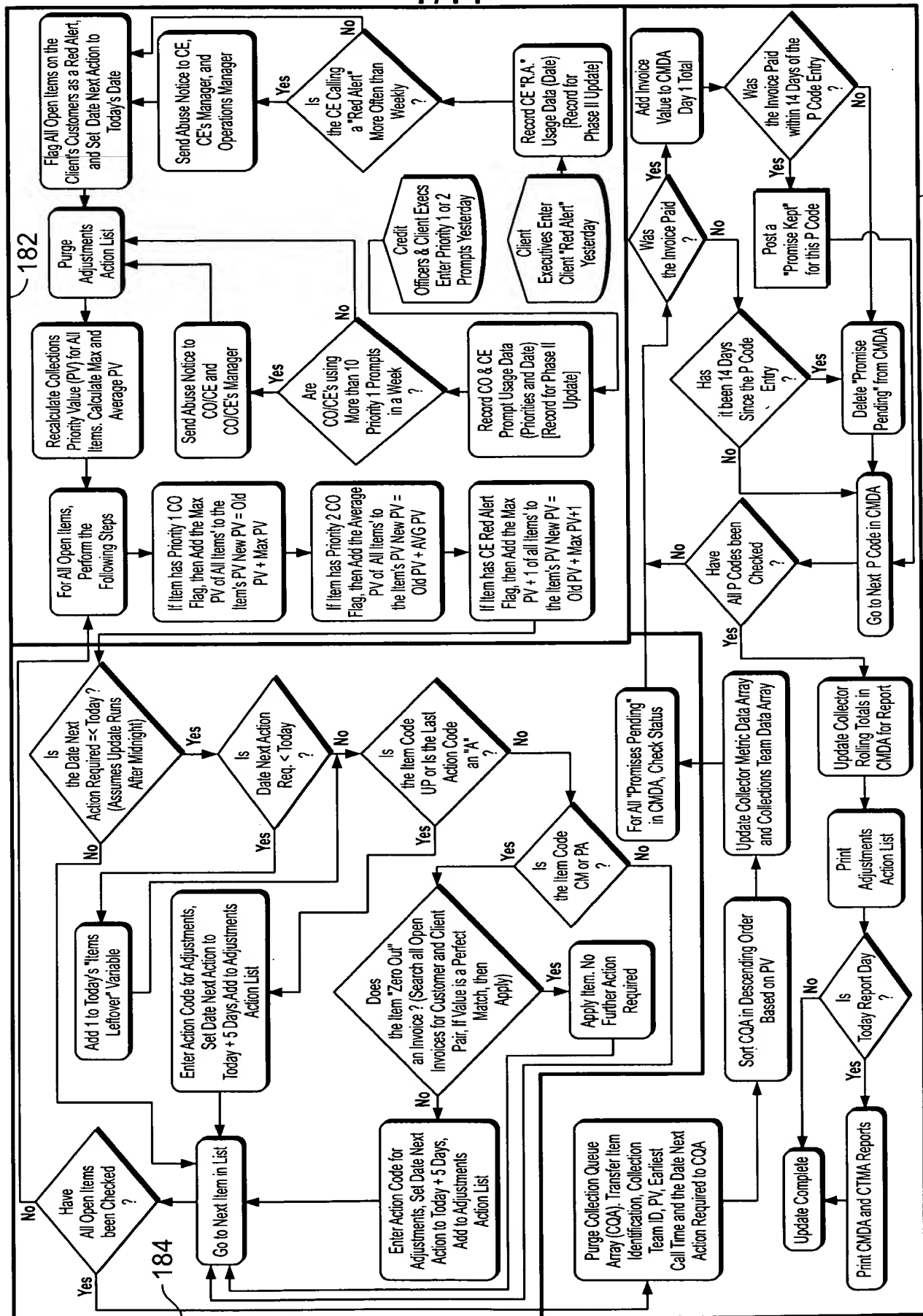


FIG. 5

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FIG. 6

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FIG. 7

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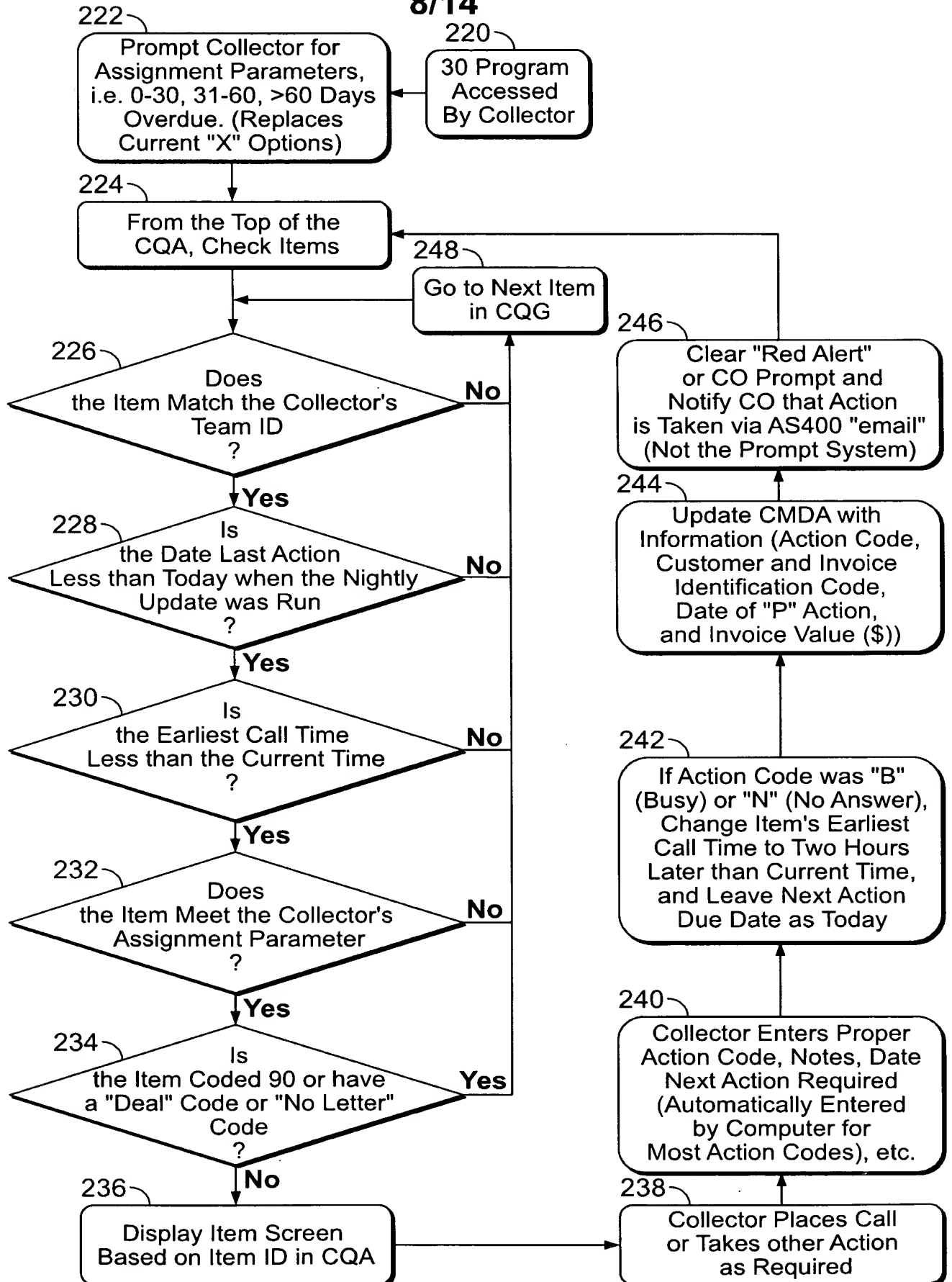


FIG. 8

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Action Codes	Explanation	Automatic Date Next Action
D	Proof of Delivery Sent	14
I	Invoice Copy Faxed	14
L	Referred to Legal Collections	30
A	Referred to Adjustments	1
S	Faxed Statement to Customer	14
M	Left a Message for Customer to Call Back (Receptionist, Answering Machine, etc.)	1
R	Spoke with the "Right" Person, did not get a "Promise to Pay", and they did not Request any Information (i.e. Customer is Researching, etc.)	14
P	Received a "Promise to Pay"	14
B	Busy Signal	2 hours
N	No Answer	2 hours
O	Applied Payment, Applied CM, etc.	Entered by Collector if Applicable

250

252

254

FIG. 9

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Collector Report Page

	A	B	C	D	E	F	G	H	I	J	K	L
1	Name:				Team Leader:						A	
2	Morning Scrub											
3	To Be Called ?											
4	Item #	Time Started Working Item	Time Finished Working Item	Time On Item	Yes	No	Item #	Time Started Working Item	Time Finished Working Item	Time On Item	Yes	No
5	1	55	74	19	X		11	44	45	1	X	
6	2	16	18	2	X		12	45	46	1	X	
7	3	18	19	1	X		13	46	47	1	X	
8	4	19	20	1	X		14	47	48	1	X	
9	5	21	36	15	X		15	47	48	1	X	
10	6	36	37	1	X		16	48	49	1	X	
11	7	37	41	4	X		17	48	53	5	X	
12	8	41	42	1	X		18	53	54	1	X	
13	9	42	43	1	X		19	55	56	1	X	
14	10	43	44	1	X		20	56	57	1	X	
15	Average Time For Item Preparation--> 3											
16	Max Time For Item Preparation--> 19											
17	Min Time For Item Preparation--> 1											
18												
19												

FIG. 10

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M	N	O	P	Q	R	S	T	U	V
Prompts and 30 Program Invoices NOT Called									
Item # From Morning Scrub	Time Started Working Item	Time Finished Working Item	Total Time On Item	Action Code (L, A, I, S)	Remarks (Describe any other actions taken...)				
1	50	59	28	S					
3	15	35	21	S					
13	34	36	3	A					
			0						
			0						
			0						
			0						
			0						
			0						
			0						
			0						
			0						
Average Time On Item Not Called-->			17.333333	0	<--Times L Used				
Max Time On Item Not Called-->			28	1	<--Times A Used				
Min Time On Item Not Called-->			3	0	<--Times I Used				
				2	<--Times S Used				

FIG. 11

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	W	X	Y	Z	AA	AB
1						
2						
3						
4	Item # From Morning Scrub	Time Call Started	Time Hung Up Phone	Length of Call	Time Completed Action	Total Time On Item
5	1	45	48	3	50	24
6	2	0	1	1	1	3
7	3	2	10	8	14	13
8	4	41	44	3	44	4
9	5	6	10	4	10	19
10	6	11	13	2	14	4
11	7	15	16	1	16	5
12	8	18	18	0	19	2
13	13	20	26	6	34	14
14	14	37	46	9	50	13
15	Average Length of Call--> 3.7	Average Time On Item Called-->				10.1
16	Max Length of Call--> 9	Max Time On Item Called-->				24
17	Min Length of Call--> 0	Min Time On Item Called-->				2
18						
19						

FIG. 12

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AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO
Calls Made												
No Answer		Right Person Contacted?		Message Left?		Promised to Pay?						
Yes	No	Yes	No	Yes	No	Yes	No	Other Outcome....				
X		X					X	S				
X			X	X								
X		X			X			S				
X		X			X							
X		X			X	X		RFCVD CHECK INFO FROM CUSTOMER				
	X		X	X								
	X				X							
X			X	X								
X		X			X	X						
X		X			X		X					
Times N (No Answer) Occurred--> 8 Times R (Right Person Contacted) Occurred--> 6 Times M (Message Left) Occurred--> 3 Times P (Received Promise to Pay) Occurred--> 3												

FIG. 13

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Collector Efficiency Metrics

Collector ID	A	B	C	D	E	F	OVERALL
Average Time For Item Preparation	3	5	2	3	2	1	3
Max Time For Item Preparation	19	26	4	10	3	2	26
Min Time For Item Preparation	1	1	1	1	1	1	1
Average Time For Item NOT Called	17	10	0	5	4	2	6
Max Time For Item NOT Called	28	20	0	12	4	3	28
Min Time For Item NOT Called	3	2	0	2	4	1	0
Average Time On Item Called	10	8	5	8	4	6	7
Max Time On Item Called	24	11	10	22	6	10	24
Min Time On Item Called	2	4	2	1	3	3	1
Average Length of Call	4	8	3	4	3	2	4
Max Length of Call	9	50	6	14	6	7	50
Min Length of Call	0	1	0	1	2	0	0
Sample Individual Metrics (Trial Data Collected) (Phase I Implementation)							
Collector ID	A	B	C	D	E	F	Average
# L's (Sent to Legal)	0	0	0	0	0	0	0
Percentile	0%	0%	0%	0%	0%	0%	
# A's (Adjustments Action)	1	1	0	0	1	1	1
Percentile	40%	40%	0%	0%	40%	40%	
# I's (Faxed Invoice)	0	3	0	0	0	0	1
Percentile	0%	100%	0%	0%	0%	0%	
# S's (Faxed Statement)	2	0	0	0	1	0	1
Percentile	100%	0%	0%	0%	80%	0%	
# N's (No Answer)	8	6	0	5	0	0	3
Percentile	100%	80%	0%	60%	0%	0%	
# R'S (Right Person Contacted)	6	7	5	6	1	4	5
Percentile	60%	100%	40%	60%	0%	20%	
# M's (Message Left)	3	3	4	2	6	2	3
Percentile	40%	40%	80%	0%	100%	0%	
# P's (Rec'd Promise to Pay)	3	3	2	0	1	1	2
Percentile	80%	80%	60%	0%	20%	20%	
Sample Individual Metrics (No Data Collected) (Phase I Implementation)							
Collector ID	A	B	C	D	E	F	Average
# O's (Other Action Taken)	0	0	0	0	0	0	0
Percentile	0	0	0	0	0	0	
# Promises Kept	0	0	0	0	0	0	0
Percentile	0	0	0	0	0	0	
Sample Team and Overall Level Metrics (No Data Collected) (Phase I Implementation)							
Team ID	A	B	C	D	Average		
\$ Collected	\$ -	\$ -	\$ -	\$ -	\$ -		
Percentile	0%	0%	0%	0%			
# Items "Leftover" Daily	0	0	0	0	0		
Percentile	0%	0%	0%	0%			
Average Days Past Due	0	0	0	0	0		
Percentile	0%	0%	0%	0%			

FIG. 14